

VIRGINIA

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2002

Total Number of Fraud and Identity Theft Complaints from Virginia Consumers = 9,205



Fraud Complaints from Virginia Consumers = 5,810

Top Fraud Complaint Categories for Virginia Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	1,149	20%
2	Internet Services and Computer Complaints	800	14%
3	Advance-Fee Loans and Credit Protection/Repair	641	11%
4	Shop-at-Home/Catalog Sales	522	9%
5	Foreign Money Offers	520	9%

¹Percentages are based on the total number of fraud complaints from Virginia consumers (5,810).

Amount Paid Reported by Virginia Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
5,810	\$4,702,616	4,570	79%	\$1,029

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Virginia consumers (4,570).

Top Virginia Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Alexandria	414
Richmond	355
Virginia Beach	330
Arlington	283
Fairfax	216



Identity Theft Complaints from Virginia Victims = 3,395

Identity Theft Types Reported by Virginia Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	1,635	48%
2	Phone or Utilities Fraud	711	21%
3	Bank Fraud	554	16%
4	Government Documents or Benefits Fraud	250	7%
5	Loan Fraud	231	7%
6	Employment-Related Fraud	116	3%
	Other	543	16%
	Attempted Identity Theft	371	11%

¹Percentages are based on the 3,395 victims reporting from Virginia. Percentages add to more than 100 because approximately 24% of victims from Virginia reported experiencing more than one type of identity theft.

Top Virginia Identity Theft Victim Locations

Victim City	No. of Victims
Alexandria	279
Richmond	235
Arlington	226
Virginia Beach	208
Norfolk	122